



gartner.com Quick Start Guide

What is gartner.com?

gartner.com provides you with the easiest and fastest way to access your Gartner products and services via the World Wide Web (www.gartner.com).

Access Requirements

To access gartner.com, you must have the following:

- Internet access. We recommend no less than 28.8 bps access when using gartner.com via modem.
- Web browser software. We recommend that you use Netscape Navigator 4.73 (or better), or Microsoft Internet Explorer 4.74 (or better), although other browsers may work.

In this guide:

- Registration
- How to find your research (searching)
- Alerts
- Profiles
- How to contact your local support person.

Registration

From the Gartner Unrecognized User Home page, you may access the Registration page by clicking on the **New Users Register now to access gartner.com** link.

The registration page opens in a separate window.

1. Enter your information in the Personal Information window. Fields with an asterisk are required.
2. If you would like to receive periodic e-mail communications from Gartner you may select the check box next to "Please send me the monthly Gartner newsletter".
3. Select a username and password and enter them into the fields provided. Your password must be a minimum of 8 characters in length, and it must contain both numbers and letters.
4. Re-enter the password for verification. Note: Your password and username must be a unique combination; if they are not, you will be prompted to select a different password. You may also choose at this time to have the computer remember your username and password by clicking the appropriate check box.
5. Enter your license key(s), if you have one. If you are a current corporate member of Gartner services, you can obtain your license key(s) from your Membership Administrator (the person designated to manage gartner.com access for your organization). If you don't know your Membership Administrator, contact Technical Support.
6. Click on the **Register** button.

Searching on gartner.com

Types of Search

There are two main types of Search: Simple Search and Advanced Search. Simple Search is available to all users and is accessible from every main page of gartner.com on the global footer. If you are a registered member, you are allowed to search all content on gartner.com, although your access privileges vary depending on the level of membership with Gartner. If you are a visitor and have not yet registered, your access is limited to Gartner offerings and free content.

To Perform a Simple Search:

1. Enter a search string into the reSearch field located on the Home page or the global footer.
2. Click **Go** or press **Enter** on your keyboard. The system displays the search results page (entitled Gartner reSearch). The system returns the 100 most relevant results with 25 results listed per page by default.

Advanced Search Options

Advanced Search is available to registered members of gartner.com. It can be accessed by clicking the Advanced Search icon on the global footer of every page (other than the Home page) or from the search results page.

To perform an Advanced Search:

1. Click the Advanced Search icon on the global footer, or, on the search results page (Gartner reSearch), click the Advanced Options tab on the far right side of the page.
2. Enter a search string into the Refine Search field provided.
3. Indicate whether you want to initiate a new search or refine a previous search by selecting either the **New search** or the **Within these results** radio button.
4. Indicate whether you want to search **All content** or **Content I own** by selecting the appropriate radio button.
5. Click **Go** or press **Enter** on your keyboard.

In addition to the above required search fields, you may further refine your search by using any of the optional fields on the Advanced Options tab.

Alerts

What Are Alerts?

The Alerts feature allows you to receive e-mail notification of new additions to your favorite research topics.

To Create an Alert:

Any registered user may take advantage of the alert feature. To create an alert, please follow the steps below:

1. Access the Alert area by clicking the Alert icon in the global footer.
2. Select **Create/Modify Personal Alert** under Alert Options on the right navigation bar.

Required fields:

1. Enter a name for your alert in the “Create/Modify Alert Name” field.
2. Enter search terms in the “Search for the Following Words” field:

Optional fields:

- **Search the:** Indicate which document part(s) you wish to search. Options include: Title, Summary, Author and Full Text.
- **Topic:** Indicate the topic(s) most relevant to your search. Options include: Platforms & Storage, Software Infrastructure, Networking & Communications, Electronic Workplace & Intranets, Enterprise Application Packages, Application Development, Business Management of IT, and Semiconductor Market Data.
- **Type:** Select the document type(s) you wish to have returned. Options include: Strategy Trends, Market Analysis, Gartner Services, People, News, Providers, Products, Best Practices, Market Statistics, and Tutorials. Note: Each document type has an associated icon.
- **Geography:** Choose a region(s) or country(s). Note: Use the Control (Ctrl) key to multi- or de-select.
- **Industry:** Choose an industry sector. Note: Use the Control (Ctrl) key to multi- or de-select.
- **Send this Alert to:** The e-mail address field automatically populates the e-mail address you provided during registration. If you wish to have your alert sent to another e-mail address, enter a new e-mail address in the field provided.

- **E-mail frequency:** Please specify how frequently you wish to receive your alerts. There are three options: Daily, Weekly or Monthly. Note: In addition to receiving your alerts via e-mail, you may also access them via your Gartner Home page, and within the Alerts section under View Returned Alert Results.

To Enable or Disable My Alerts:

Enabling an alert allows you to start receiving alerts by e-mail from Gartner. Disabling an alert means you no longer wish to receive alerts by e-mail, but wish to retain your option to enable the alert in the future. To delete an alert entirely see: [How Do I Delete an Alert?](#)

To enable or disable an alert, please follow the steps below:

1. Access the Alert area by clicking the Alert icon in the global footer.
2. Select Available Alerts under Alert Options on the right navigation bar.
3. To enable an alert, click the checkbox next to the alert name. To disable an alert, remove the checkmark.
4. **Click the Update** button to record your changes.

To Delete an Alert:

To delete an alert, please follow the steps below:

1. Access the Alert area by clicking the Alert icon in the global footer.
2. Select Delete Personal Alert under Alert Options on the right navigation bar.
3. Click the checkbox next to the alert name.
4. Click the **Delete** button to record your changes.

To View Alerts Results:

Alert results can be sent to you via e-mail. You can also access them on your Gartner Home page in the window entitled “Your Research” or within the Alerts area.

To view your results within the Alerts area, please follow the steps below:

- Access the Alert area by clicking the Alert icon in the global footer.
- Select View Returned Alert Results under Alert Options on the right navigation bar.

Alerts are sorted alphabetically by name, and the results associated with each alert are listed in descending order of publication (i.e., the most recently published documents appear first).

To remove an alert result from the list, click the checkbox(s) adjacent to the result, then click the **Delete** button.



Profiles

What Is a Profile?

A profile is information (both optional and required) about each user. It typically includes demographic data as well as information about your interests. Submitting this information during the registration process allows us to provide increased personalization and create a site tailored to your specific interests. The more details you can provide, the more Gartner can personalize your site to your needs.

Note: Please be aware that Gartner does not sell, give or trade registered user information to any external organizations.

Should you wish to update or change any of the information collected about you, you may do so in the Profile section.

To Update your Profile:

You may edit your profile information at any time. To access the area where your profile information is stored:

1. Click the Edit Profile icon in the global footer.
2. Enter your username and password when prompted to sign in.

Once the profile section is launched, you may edit the following:

- Edit Personal Information
- Edit/save Password
- Edit Credit Card Information

In addition you may:

- View your Purchase Plan(s)
- Enter License Key (s)
- Merge Usernames and Passwords
- View Usage Report
- View Billing Summary
- View Privacy Policy

Member Support

For help or to request additional information, contact Gartner. In the United States, call (203) 316-3600 (East Coast) or (408) 748-1111 (West Coast). In Europe, please call one of the following numbers:

Austria 0800-295-815	Belgium 0800-15171
Denmark 80-01-87-79	Ireland 1-800-409-139
Finland 0800-118045	France 0800-90-85-06
Germany 0800-181-42-64	Italy 8008-76-002
Luxembourg 0800-2866	
Netherlands 0800-022-1336	
Norway 800-1-1018	
Sweden 020-795266	
Switzerland 0800-55-8252	
United Kingdom 0800 716089	

If you would like to contact us via e-mail please use help@gartner.com.